



TORQ Analysis of Executive Secretaries and Administrative Assistants to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

94

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			92	Level			95	Level			95
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	55	2	78	No Skills Upgrade Required!				Customer and Personal Service	79	9	85
Near Vision	57	2	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Written Comprehension	53	55	78
Oral Expression	59	57	72
Speech Recognition	53	53	72
Oral Comprehension	60	53	68
Speech Clarity	46	46	68
Written Expression	57	48	65
Near Vision	55	57	65
Information Ordering	53	48	62
Deductive Reasoning	51	46	59
Selective Attention	37	32	56
Problem Sensitivity	46	41	50



Inductive Reasoning	48	46	50
Category Flexibility	48	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Reading Comprehension	58	58	77
Active Listening	65	54	75
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Customer and Personal Service	70	79	85
Clerical	85	71	83

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks
10+ years	2%	2%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	2%
2-4 years	27%	27%	Post-Bachelor Cert	0%	0%
1-2 years	10%	20%	Bachelors	9%	0%
6-12 months	17%	14%	AA or Equiv	16%	5%
3-6 months	7%	5%	Some College	23%	32%
1-3 months	0%	15%	Post-Secondary Certificate	5%	6%
0-1 month	0%	4%	High Scool Diploma or GED	44%	53%
None	8%	9%	No HSD or GED	0%	0%
Executive Secretaries and Administrative Assistants			Insurance Claims Clerks		
Most Common Educational/Training Requirement:					
Mderate-term on-the-job training			Mderate-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.		
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.		



Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Executive Secretaries and Administrative Assistants

Core Tasks

Generalized Work Activities:

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.

Insurance Claims Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.



schedules.

- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

Detailed Tasks

Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers



- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Difference
Median Wage	\$ 38,830	\$ 31,380	\$(7,450)
10th Percentile Wage	\$ 28,230	\$ 24,090	\$(4,140)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 36,980	\$(9,270)
90th Percentile Wage	\$ 53,530	\$ 42,620	\$(10,910)
Mean Wage	\$ 40,210	\$ 32,190	\$(8,020)
Total Employment - 2007	3,330	1,810	-1,520
Employment Base - 2006	3,533	1,849	-1,684
Projected Employment - 2016	3,733	1,699	-2,034
Projected Job Growth - 2006-2016	5.7 %	-8.1 %	-13.8 %
Projected Annual Openings - 2006-2016	76	22	-54

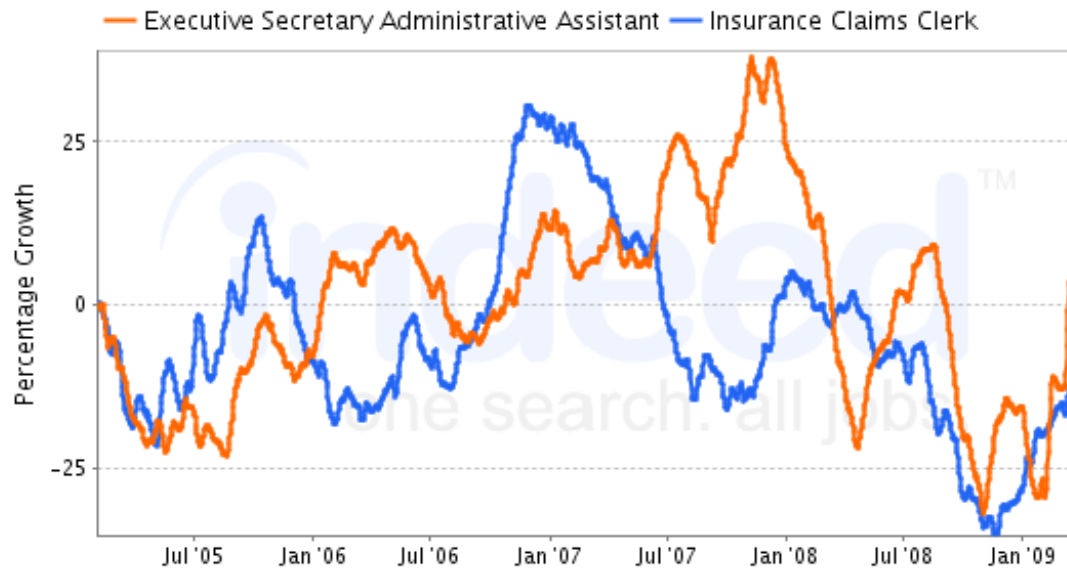
National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants

Trend for
Insurance
Claims
Clerks



Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23



13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29
41-3031.01	Sales Agents, Securities and Commodities	83	4	0	\$65,230.00	\$26,400.00	5%	33
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13

Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%



Other financial investment activities	523900	0.32%	810	1,027	26.84%
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Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%